

Federal Property Management Regulations

§ 101-41.210-3a

or to the travel authorization. If carriers cannot identify the issuing agency, refunds shall be sent to GSA (BWCA), Washington, DC 20405. These refunds are subject to the following procedures:

(1) Carriers must include the traveler's name, GTR number, ticket number, amount being refunded, and any other information pertinent to the refund.

(2) Agencies may make written inquiry to the carrier to obtain the above information for the purpose of recovering the refund from GSA.

(b) When accepting exchanged or returned tickets purchased under a GTS account, the carrier must issue a receipt to the purchasing office showing a credit is due the agency.

(c) When accepting exchanged or returned tickets purchased with a Government employee Diners Club charge card, the carrier must issue a receipt to the traveler showing a credit is due the traveler.

[50 FR 49846, Dec. 5, 1985]

§ 101-41.210-1a Agency monitoring and processing of exchanged ticket refunds.

Agencies awaiting exchanged or returned ticket carrier refunds shall:

(a) Obtain carrier refund applications or receipts from travelers for accounting purposes.

(b) Record and deposit refunds in conformity with agency fiscal procedures.

(c) Forward carrier refund applications and any other pertinent information to GSA (BWCA), Washington, DC 20405, if refund has not been received within 90 calendar days of date of ticket exchange or return.

[50 FR 49847, Dec. 5, 1985]

§ 101-41.210-2 Unused or unreturned tickets.

Unused or unreturned tickets are those which have not been used for passenger service, exchanged, or returned to a carrier. Agencies shall demand the refund value of these tickets from carriers through the use of an SF 1170, Redemption of Unused Tickets. A separate SF 1170 must be prepared for each GTR, though more than one ticket or adjustment transaction may be related

to that GTR. Each ticket must be listed on the SF 1170. Unused or unreturned tickets purchased under a GTS account must be returned to the appropriate Federal agency office, the Travel Management Center (TMC), or Scheduled Airline Traffic Office (SATO) that furnished the airline ticket. The TMC or SATO must issue a receipt to the agency showing a credit is due the agency. Unused or unreturned tickets purchased with a Government employee Diners Club charge card must be returned by the traveler to the TMC, SATO, or air carrier that issued the original ticket. The TMC, SATO, or air carrier must issue a receipt to the traveler showing a credit is due the employee. For procedures covering unused transportation services billed by foreign-flag carriers, see § 101-41.210-6.

[50 FR 49847, Dec. 5, 1985]

§ 101-41.210-3 Agency processing of SF 1170 claims.

Timely processing of SF 1170 is essential to facilitate prompt refunds from carriers. Agencies processing SF 1170 shall ensure that:

(a) All copies clearly show the required details;

(b) The original and the duplicate copy, together with pertinent unused tickets, are promptly forwarded to the carrier; and

(c) All other copies are retained by the agency for accounting control.

(31 U.S.C. 244 and sec. 205(c), 63 Stat. 390; 40 U.S.C. 486(c))

[47 FR 47387, Oct. 26, 1982, as amended at 50 FR 49847, Dec. 5, 1985]

§ 101-41.210-3a Carrier processing of SF 1170 claims.

Each carrier shall promptly refund monies to adjust items listed on an SF 1170, whether or not the related GTR has been submitted or paid. The carrier shall indicate on the original SF 1170 the amount credited to each ticket and the total amount being refunded, and shall return the original with its refund to the agency. A refund that is inconsistent with the information on the SF 1170 shall be explained or computed on the SF 1170 or in an attached letter. A carrier declining to refund shall furnish an explanation on the original SF

1170. If a carrier is unable to determine which agency submitted the SF 1170, the payment and refund information shall be sent directly to the General Services Administration (BWCA). Any refunds sent directly to GSA will be subject to the following procedures:

(a) Carriers must include the traveler's name, GTR number, the ticket number, the amount being refunded, and any other information pertinent to the refund.

(b) Agencies may make written inquiry directly to the carrier to obtain the above information for the purpose of recovering refunds from GSA.

(31 U.S.C. 244 and sec. 205(c), 63 Stat. 390; 40 U.S.C. 486(c))

[47 FR 47387, Oct. 26, 1982, as amended at 50 FR 49847, Dec. 5, 1985]

§ 101-41.210-4 Agency processing of SF 1170 refunds.

Upon return of the original SF 1170 with the refund, the agency shall record and deposit the refund in conformity with its fiscal procedures; and, if the refund has previously been reported to GSA as uncollected under § 101-41.210-5, shall, within 30 calendar days of receipt thereof, forward the original SF 1170, together with any advice from the carrier regarding the basis of the refund, to the General Services Administration (BWCA), Washington, DC 20405.

[50 FR 49847, Dec. 5, 1985]

§ 101-41.210-5 Agency processing of SF 1170 claims for which the carrier failed to refund or otherwise satisfy the claim.

(a) *Partial tickets.* A partial ticket is one in which one or more (but not all) coupons have been used. If, within 90 calendar days from the date of issuance of SF 1170, the carrier has failed to make refund for the unused portion of a partially used ticket or to furnish a satisfactory explanation as to why no refund is due, the agency shall transmit the triplicate copy of the SF 1170 and all related correspondence to the General Services Administration (BWCA), Washington, DC 20405, for appropriate action. An agency may remove from its active accounts those debts referred to GSA under this sec-

tion. This shall be recorded in a manner sufficient to support its removal from agency accounting records. Should a refund or response be received from the carrier after referring the claim to GSA, the agency shall, within 30 calendar days of receipt thereof, forward the original SF 1170, together with any advice from the carrier regarding the basis of the refund, to the General Services Administration (BWCA) in accordance with § 101-41.210-4.

(b) *Complete tickets.* A complete ticket is one in which no coupons have been used. If, within 30 calendar days from the date of issuance of SF 1170, the carrier has failed to make refund for a complete ticket or to furnish a satisfactory explanation as to why no refund is due, the agency shall take action to collect the debt under the Federal Claims Collection Standards, including administrative offset, if necessary.

[50 FR 49847, Dec. 5, 1985]

§ 101-41.210-5a Carrier refund for unused tickets when SF 1170 has not been received.

If no SF 1170 is received, carriers shall refund to GSA (BWCA) the value of unused tickets after they have expired. Carriers are required to make such refunds within 90 days after the expiration date. The GTR number, ticket number, and the amount being refunded must be included along with any other information pertinent to the refund.

[50 FR 939, Jan. 8, 1985]

§ 101-41.210-5b Payment to carrier for subsequent use of ticket for transportation or second refund through the use of an SF 1170 after an initial refund to GSA for unused expired ticket.

If, following the initial refund to GSA by the carrier of the value of an unused ticket which has expired, the ticket should subsequently be used for transportation or be refunded a second time through the use of an SF 1170, then either the value of the transportation or the amount of the second refund shall be paid to the carrier upon presentation of an SF 1113, Public Voucher for Transportation Charges.